

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE 37 C.F.R. § 3.73(b) Statement

Applicants: Fain et al.

FOR: SYSTEM AND METHOD FOR PROVIDING A CALL BACK OPTION FOR

CALLERS TO A CALL CENTER

Serial No.: 09/894,359

Filed: June 28, 2001

DEC 2 7 2001 Technology Cerrier 2600

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I hereby revoke all previous powers of attorney, if any, and appoint the following attorney(s) and/or

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| agent(s) to prosecute this application and transact all business in the Patent and Trademark Office connected |
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Please Direct All Correspondence to: Jonathan C. Parks, Esq.

Kirkpatrick & Lockhart, LLP Henry W. Oliver Building 535 Smithfield Street Pittsburgh, PA 15222-2312

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I hereby declare that my presentation of this paper constitutes a certification under 37 C.F.R § 10.18, which provides, in part, that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and that further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code, and that such willful statements may jeopardize the validity of the application and any patent issuing therefrom.

Date

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Name

Title

10-25-2001

Jacqueline Gregorski/

ice-President-BellSouth Intellectual Property Corporation

| Attorney's Docket No. <u>00772</u> | | PATENT |
|---|--|---------------------------|
| | For: ☑ U.S. and/or ☑ Foreign Right For: ☑ U.S. Application or ☐ U.S. Provisional Application For: ☐ U.S. Patent For: ☐ PCT Application By: Multiple Inventors | |
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| In consideration of the payment by ASSIC receipt of which is hereby acknowledged, and | GNEE to ASSIGNOR of the sum of One I for other good and valuable consideration | Dollar (\$1.00), the ion, |
| ASSIGNORS (Inventors): | | |
| Brian Fain (type or print name of inventors) | 125 Laurens Oak Ct. Alpharetta, Georgia 300 Address | 22 USA Nationality |
| James C. Bedingfield | 67 Blue Springs Court Lilburn, Georgia 30047 | USA |
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| hereby sells, a | assigns and transfers to | |
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| ASSIGNEE: | | |
| BellSouth Inte | ellectual Property Corporation ne of ASSIGNEE) | 824 Market Street, Suite 510 Address |
| (a Delaware of Nationality | corporation) | Wilmington, DE 19801 |
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| | (check the following box, if foreign r | ights are also to be assigned) |
| improvement PROVIDING | and in all foreign countries, including all is which are disclosed in the invention entitle A CALL BACK OPTION FOR CALLERS | rights to claim priority, in and to any and all ed: SYSTEM AND METHOD FOR FOR A CALL CENTER |
| | (check and complete (a), (b |), (c), (d), (e), (f) or (g)) |
| and which is | found in | |
| (a) 🔲 (| U.S. patent application executed on even d | ate herewith |
| (b) 🔲 1 | U.S. patent application executed on | |
| (c) 🔲 (| U.S. provisional application naming the abo | ove inventor(s) for the above-entitled invention |
| | Express mail label no.: | |
| | Mailed: | <u>.</u> |
| | To comply with 37 CFR 3.21 for recordal of hereby authorize and request my attorned number when they become known. | of this assignment, I, an ASSIGNOR signing below, bey to insert below the filing date and application |
| (d) 🛛 | U.S. application no.: 09/894,359 | filed on <u>June 28, 2001</u> |
| | filed on | |
| (f) 🗆 | U.S. patent no. | issued |
| | | orrespondence is to be sent regarding patent |

(also check (g), if foreign application(s) is also being assigned)

(g) and any legal equivalent thereof in a foreign country, including the right to claim priority and, in and to, all Letters Patent to be obtained for said invention by the above application or any continuation, division, renewal, or substitute thereof, and as to letters patent any reissue or re-examination thereof.

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| IN WITNESS WHEREOF, We have I | nereunio sei i | ianu anu seai uns | Date of signing |
|--|------------------|---|---------------------------------------|
| WARNING: The date of signing must be the sam | e as the date of | execution of the application, if item (a) | was checked above. |
| | | Signature of INVENTOR | |
| Brian Fain (type name of Inventor) | | Signature of INVENTOR | Date |
| James C. Bedingfield (type name of Inventor) | | Signature of INVENTOR | Date |
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No witnessing, notarization or legalization is necessary. If the assignment is notarized or legalized, then it will only be prima facie evidence of execution. 35 USC 261. Use next page if notarization is desired.

Notarization or Legalization Page Added.

NOTE:

| Attorney's Docket No. <u>00772</u> | | PATEN1 |
|--|--|--------------|
| | For: ⊠ U.S. and/or ⊠ Foreign Rights For: ⊠ U.S. Application or | |
| | U.S. Provisional Application | |
| | For: U.S. Patent For: PCT Application | |
| | By: Multiple Inventors | |
| | | |
| ASSIGNMENT OF INV | ENTION (MULTIPLE INVENTORS) | |
| In consideration of the payment by ASSIGN receipt of which is hereby acknowledged, and f | NEE to ASSIGNOR of the sum of One Dollar (for other good and valuable consideration, | \$1.00), the |
| ASSIGNORS (Inventors): | | |
| | 125 Laurens Oak Ct. | |
| Brian Fain | Alpharetta, Georgia 30022 | USA |
| (type or print name of inventors) | Address | Nationality |
| James C. Bedingfield | 67 Blue Springs Court Lilburn, Georgia 30047 | USA |
| James C. Deanigheid | | |
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| hereby sells, assigns and transfers to | · |
|---|---|
| ASSIGNEE: | |
| BellSouth Intellectual Property Corporation (type or print name of ASSIGNEE) | 824 Market Street, Suite 510 Address |
| (a Delaware corporation) Nationality | Wilmington, DE 19801 |
| and the successors, assigns and legal representatives of | f the ASSIGNEE |
| (complete one of t | he following) |
| ★ the entire right, title and interest | |
| and its territorial possessions percent (_ | %) interest for the United States |
| (check the following box, if foreign | rights are also to be assigned) |
| and in all foreign countries, including all improvements which are disclosed in the invention entity PROVIDING A CALL BACK OPTION FOR CALLERS | rights to claim priority, in and to any and all led: SYSTEM AND METHOD FOR TO A CALL CENTER |
| (check and complete (a), (b |), (c), (d), (e), (f) or (g)) |
| and which is found in | |
| (a) U.S. patent application executed on even d | ate herewith |
| (b) U.S. patent application executed on | |
| (c) U.S. provisional application naming the abo | ove inventor(s) for the above-entitled invention |
| Express mail label no.: | |
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| To comply with 37 CFR 3.21 for recordal of hereby authorize and request my attornament of the property of t | of this assignment, I, an ASSIGNOR signing below, bey to insert below the filing date and application |
| (d) U.S. application no.: <u>09/894,359</u> | filed on June 28, 2001 |
| (e) International application no. PCT / | · |
| (f) U.S. patent no. | issued |
| A change of address to which of maintenance fees is being sent separate. | orrespondence is to be sent regarding patent ately. |

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(g) and any legal equivalent thereof in a foreign country, including the right to claim priority and, in and to, all Letters Patent to be obtained for said invention by the above application or any continuation, division, renewal, or substitute thereof, and as to letters patent any reissue or re-examination thereof.

ASSIGNOR hereby covenants that no assignment, sale, agreement or encumbrance has been or will be made or entered into which would conflict with this assignment;

ASSIGNOR further covenants that ASSIGNEE will, upon its request, be provided promptly with all pertinent facts and documents relating to said invention and said Letters Patent and legal equivalents as may be known and accessible to ASSIGNOR and will testify as to the same in any interference, litigation or proceeding related thereto and will promptly execute and deliver to ASSIGNEE or its legal representatives any and all papers, instruments or affidavits required to apply for, obtain, maintain, issue and enforce said application, said invention and said Letters Patent and said equivalents thereof which may be necessary or desirable to carry out the purposes thereof.

| IN WITNESS WHEREOF, We have hereunto s | Date of signing |
|---|---|
| VARNING: The date of signing must be the same as the date | e of execution of the application, if item (a) was checked above. |
| Brian Fain | Signature of INVENTOR Date |
| (type name of Inventor) | Signature of INVENTOR Date |
| James C. Bedingfield | Janes C. Bedrigfield 9/10/20 Signature of INVENTOR Date |
| (type name of Inventor) | grature of INVENTOR Date |
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